



PLEASE READ THE FOLLOWING VOICEMAIL HINTS:

PASSWORD RESET

Do you know? Entering your password incorrectly 5 times or, becoming responsible for someone else's mailbox will require the password to be reset for accessing the voice mail box. You must contact your agency's telecommunications coordinator to have the password reset. Due to security of the voice mail system the coordinator is the only person with permission to have the password reset.

STORED MESSAGES

Do you know? A message may be kept in your voice mailbox by pressing the "5" key on the dial pad after listening to it. The "kept message" will be saved for 14 days. You can not resave a message for a longer period of time by listening to it and saving it again. The 14 day period starts the first day you listen to the message.

RECOMMENDED GREETING

Do you know? After recording your primary personal greeting immediately press the pound sign (#) to stop the recording of the greeting. This will eliminate a caller from leaving a message before the voice mail system is ready to record.

RECORD YOUR GREETING

Do you know? The State of Illinois recommends always using your primary personal greeting. Please note the following steps to record or change your personal greeting:

1. Dial 44400 to reach voice mail.
2. Log into your mailbox by entering your password.
3. Press U (8 key on dial pad) for user options.
4. Press G (4 key on dial pad) for greeting.
5. Press P (7 key on dial pad) for primary personal greeting.
6. Press R (7 key on dial pad) to record greeting, begin speaking and when you have finished recording your greeting, immediately press the pound sign to stop recording.
7. Press X (9 key on dial pad) to save greeting and exit the voice mail system.
Hang up your telephone.